

From: noreply@civicplus.com
To: [City Clerk Department](#)
Subject: Online Form Submittal: Citizen Board/Committee Application
Date: Tuesday, December 10, 2024 10:09:09 PM

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Citizen Board/Committee Application

Contact Information

Applications remain on file for **6 months only**.

Choose from the following	Planning and Zoning Board
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Name	Matthew Shaw
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Email Address	sbhsolutions@gmail.com
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Organization	Planning & Zoning Board
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Address	2948 Obannion St
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City	Deltona
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State	FL
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Zip Code	32738
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Phone Number	4072529614
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Fax Number	N/A
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About Yourself

Number of Years as a Deltona Resident	2 to 5 Years
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What Commission district do you reside in?	District 5
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Are you a registered voter in Volusia	Yes
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County?

Who is your employer?
(Please include
number of years,
address, phone
number and title /
position)

Self Employed: (ShawPro Business Group)
5 Years
2948 Obannon Street, Deltona, FL
407.252.9614
Chief Strategic Game Changer

Please summarize your
work experience.

I have been responsible for Leadership & Facilitation, project management, customer service, client success, increasing revenue, onboarding management as well as sales and negotiation.

Leadership and Facilitation: Led the recruitment and mentorship of a top-performing team of Customer Success Managers, who managed accounts ranging from SMBs to Fortune 500 companies and consistently surpassed upsell targets.

Project Management and Innovation: Spearheaded the innovation, design, and implementation of a customer-facing application, resulting in a 50% increase in customer satisfaction and a 25% reduction in internal reporting costs.

Customer Service and Client Success: Developed and implemented data-driven reports using AWS, Salesforce, and SalesLoft, enhancing customer service and client satisfaction, contributing to a consistent 10% YOY increase in business profit.

On-boarding Management: Led strategic client enrollment events that fostered key partner participation, ultimately contributing to successful client onboarding.

Account Management: Managed the end-to-end client experience and served as a primary liaison to clients. Accounted for 20% of company revenue in 2023.

Negotiation: Assisted in negotiating contracts that resulted in companies saving over 30% in costs annually.

List any volunteer
service organizations,
clubs, or professional
societies you are a
member of and give
the positions or titles
you have held.

West Volusia Dream Center: Philanthropist & Volunteer
CATALYST: BoardMember Volunteer & Speaker
Together for Deltona: Board Member
Boys & Girls Club: Speaker & Volunteer
Sterling Court Independent Senior Living (Deltona): Volunteer
The Sharing Center: Philanthropist
Trinity Church: Volunteer & Young Adults Leader
Kingdom Culture Young Adults: Leader
Trinity Men's Ministry: Speaker & Contributor

Describe any additional knowledge, skill, education, or experience you have, which would assist you in the duties of this Board/Committee.	I have a gift when it comes to creating and executing a vision for long term growth. Leadership and Facilitation, Project Management, Negotiation skills and Communication skills will all be relevant in helping assist me in the duties of the board/Committee. Over 10 years of Business Development, Leadership & Team Development Experience.
Explain why you want to serve on this Board/Committee, and include any potential contribution you selection would bring.	I have a young family that has invested heavily into Deltona both fiscally and personally. We plan to be here for years to come and would like to help the city with smart growth and help to make a positive impact by using my Leadership/Facilitation skills as well as my project Management skills to help with the Boards recommendations to the Commissioners .
Potential Conflict of Interest	N/A
Have you ever been convicted for violation of any federal, state, county, or municipal law, regulation, or ordinance? If so, give details. Do not include traffic violations or fines of \$100 or less that were imposed, unless it also included a jail sentence.	No
List names, addresses, and telephone numbers of at least three persons who are in a position to comment on your qualifications and of whom inquiry may be made by the City of Deltona.	Jamie Jones, Lead Pastor Trinity Church Deltona, 386-837-9260 Webster Barnaby, Member of the Florida House of Representatives District 29 386-848-2600 Roslyn Farmer, Finance Professional, Harley Davidson 386-679-9649
Additional Information or Comments	I look forward to working with the Board, The Commissioners and the people of Deltona by striving to enrich the quality of life for all residents, visitors, and commercial industry. Thanks again for taking the time to read my application for this board position. I look forward to meeting you soon. Goodspeed,

Matthew Shaw

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